

**DIRECTORATE OF PUBLIC WORKS**  
**FIRST SERGEANT'S BARRACKS PROGRAM**  
**(FSBP 2020)**

**UNACCOMPANIED HOUSING (UH)**  
**STANDARD OPERATING PROCEDURES**



**White Sands Missile Range**  
**New Mexico**  
**UNACCOMPANIED SOLDIER HOUSING**

**1 October 2013**



## Message from the Director of Public Works



Dear Customer,

Welcome to White Sands Missile Range Single Soldier, and Unaccompanied Soldier Housing. The Housing Services Office (HSO) prepared this Standard Operating Procedures (SOP), to provide you with an understanding of how we accomplish the most important work we do – TAKING CARE OF SERVICE MEMBERS! This SOP includes guidelines on what you can expect of us and what we expect of you, as our tenant.

The Directorate of Public Works, collaborating with the Garrison Command, the Commanding General and Command Sergeant Major are committed to providing you an exceptional quality of living, and working together with you and your Chain of Command, to ensure your satisfaction in your new home.

Please feel free to submit any suggestions on how we can better our service to you through HSO. We are extremely proud for the opportunity to serve you and are eager for you to meet our outstanding team of professionals.



JESUS DEGRACIA  
WSMR Garrison CSM



DEPARTMENT OF THE ARMY  
U.S. ARMY GARRISON WHITE SANDS  
100 Headquarters Avenue  
WHITE SANDS MISSILE RANGE, NEW MEXICO 88002-5000

IMWS-ZA

1 OCTOBER 2013

MEMORANDUM FOR RECORD

SUBJECT: Standard Operating Procedures for White Sands Missile Range, Unaccompanied Personnel Housing.

**1. PURPOSE:** Establish standards and responsibilities of daily maintenance, repair and utilization, durable/expendable furnishing, and assignment/clearing of rooms for White Sands Missile Range (WSMR), Unaccompanied Personnel Housing (UPH).

**2. APPLICABILITY:** This regulation applies to all Active Army, Army National Guard (ARNG), and U.S. Army Reserve (USAR) Soldiers on active duty, inactive duty for training, or in a duty status under Title 10, U.S. Code, who are assigned to, attached to, or performing duties at White Sands Missile Range (WSMR), New Mexico. This regulation also applies to all civilians present within the boundaries of WSMR, to include Federal civilian employees, contractor employees, DoD family members, and visitors.

Penalties for violation of the prohibited actions prescribed in paragraph 15 include statutory and regulatory sanctions, including judicial (criminal and civil) and administrative actions, for DoD civilian employees and members of the Military Departments.

The provisions printed in bold italics in paragraph 15 constitute lawful general orders or regulations within the meaning of Article 92 (section 892 of Reference (g)) of the UCMJ, are punitive, and apply without further implementation. In addition to prosecution by court-martial under the UCMJ, a violation may serve as a basis for adverse administrative action and other adverse action authorized by U.S.C. or Federal regulations. In addition, violation of any provision in paragraph 15 may constitute the UCMJ offense of dereliction of duty or other applicable punitive articles.

Violation of any provision in paragraph 15 by DoD civilian employees may result in appropriate criminal prosecution, civil judicial action, disciplinary or adverse administrative action, or other administrative action authorized by U.S.C. or Federal regulations.

### 3. REFERENCES:

- a. ALARACT 201/2012 Headquarters, Execution Order 261-12.
- b. AR 420-1, Facilities Management.
- c. AR 190-13, Army Physical Security Program.
- d. AR 735-5, Policies and Procedures for Property Accountability.
- e. FSBP 2020 Handbook, Headquarters IMCOM.
- f. NDAA FY10, HR 2647, and Section 2807.

**4. General.** The First Sergeant's Barracks Program (FSBP) 2020, represents a reset of the FSBP with the intent to return control of the barracks to the chain of command while maintaining and or establishing common standards through enterprise-level program oversight. A service member's living environment is an important factor to preserve and enhance the all-volunteer force. For purpose of this SOP, the word "Separates" will reference personnel assigned to Garrison, Navy, Air Force and McAfee Medical Clinic. The word "Tenant", when used, will reference service member permanently stationed to WSMR

**5. Goals.** WSMR UPH goals are simple. Detailed below, they provide the basis for what UPH services will accomplish:

- a. Improve and maintain Quality Of Life (QOL), and well-being of single service members living in UPH.
- b. Improve overall utilization and efficiency of the Army's UPH.
- c. Manage Certificate Of Non-Availability.
- d. Manage vacant UPH space.
- e. Manage Between Occupancy Maintenance (BOM).
- f. Manage routine maintenance.
- g. Reduce damage to real property and furnishing by holding individuals financially accountable.
- h. Providing oversight of furnishings and facilities.
- i. Fostering a working team of military leadership and garrison staff to ensure UPH goals are realized.

**6. Responsibilities.** There are multiple stakeholders when it comes to managing WSMR UPH. The four primary entities are military unit, Housing Services Office (HSO), Department of Public Works (DPW), and the tenant.

- a. Garrison Commander. Garrison Commander is responsible for ensuring the FSBP is developed and implemented according to Installation Management Command (IMCOM) guidance and identified regulations.
- b. Garrison Command Sergeant Major.
  - (1) Oversee enforcement of this Standard Operating Procedure (SOP).
  - (2) Provide guidance to WSMR HSO on developing and establishing standards.
  - (3) Chair the coordination meeting between military units and Garrison staff.
- c. WSMR HSO. The housing manager is the subject matter expert on UPH.
  - (1) Serve as primary point of contact.
  - (2) Enforce compliance with UPH policy.
  - (3) Process CNAs through Garrison Commander, or designated representative.
  - (4) Process Exception to Policy to reside in UPH requests through Garrison Commander or designated representative.
  - (5) Process Temporary Lodging Allowance (TLA), Temporary Lodging Expense (TLE) requests.
  - (6) Develop and implement an enterprise Military Housing (eMH) system-training program for military Unit Representatives (UR).
  - (7) Maintain a master roster of eMH certified personnel.
  - (8) Develop and submit Barracks Occupancy Report (BOR) to higher.
  - (9) Provide input to Installation Status Report-Services (ISR-S).
  - (10) Conduct quarterly coordination meeting with military units, overseen by the Garrison CSM.
  - (11) Conduct furnishing management.
  - (12) Manage, and file hand receipts for UPH.
  - (13) Conduct semi-annual, joint inventory with military units, of all UPH furnishings.

(14) Develop a plan to identify rooms needing Between Occupancy Maintenance (BOM). Submit BOM plan through HSO for execution and monitor BOM progress for estimated room occupation availability.

(15) Develop and distribute, to unit representative, an in/out processing UPH packet.

(16) Ensure units are signed for real property and furnishing in the barracks.

(17) Develop and submit whole barracks replacement furnishings packages IMCOM.

(18) Conduct customer satisfaction survey, once per quarter, and submit results through Garrison Commander's office.

(19) Manage UR and UPH progress.

(20) Develop and submit FSBP 2020 Dashboard to IMCOM quarterly.

(21) Oversee eMH required input by units.

(22) Ensure tenant reads UPH SOP, and signs acknowledgment memorandum, stating he/she fully understand standards and responsibilities.

(23) Become familiar with additional responsibilities IAW FSBP 2020 handbook.

(24) Manage Key control.

d. Department of Public Works (DPW). DPW is responsible for planning, programming, sustainment, and maintenance & repair (M&R) of UPH.

(1) Oversee BOM of UPH.

(2) Develop and Implement Facility Management Planning (see FSBP 2020 handbook).

(3) Develop and implement a service order response and execution plan.

(4) Develop and implement a Self-Help Issue Point (SHIP) for UPH.

(5) Become familiar with additional responsibilities IAW FSBP 2020 handbook.

e. Battalion. The Battalion Command Sergeant Major is key to a successful FSBP 2020 program. The CSM is responsible for ensuring Single Soldiers are provided a safe, clean and well-maintained living area, which each can consider a home away from home. The Battalion CSM has a direct link to the Garrison CSM to ensure garrison agencies are providing required services for UPH. Battalion CSM will:

(1) Develop and implement a BN Barracks SOP. As a minimum, BN SOP will address:

(a) Overall barracks cleaning plan.



- (b) Visitation policy.
- (c) Alcohol limitation, per service member, policy.
- (d) Quiet Hours.
- (e) Noise limitations.
- (f) Room assignment process.
- (g) Room clearing process.
- (h) Privately owned weapons.
- (i) Maintenance and Repair inspection and reporting process.
- (j) Furnishings accountability and replacement plan.
- (k) Key control plan.
- (l) Leader, barracks and room inspection requirements.
- (j) Provide a copy of the BN SOP to the HSO.

(2) Identify Battalion UPH UR; with addition duty orders.

(3) Ensure subordinate units identify UR; with addition duty orders..

(4) Identify Battalion M&R representative. M&R representative is responsible for submitting, and tracking all service requests for assigned facilities.

f. Battalion S4. Battalion S4 is responsible for developing a real property and furnishings accountability plan for all assigned UPH buildings.

(1) Ensure units sign for real property.

(2) Ensure units sign for furnishings.

(3) Enforce use of eMH program for all assignments/clearing and furnishings accountability and replacement.

(4) Ensure service member does not clear BN or unit S4, until "Relief of responsibility" is finalized.

g. Separates. The HSO will provide all required services for the Separates. However, Separates are responsible for:

- (1) Identify unit UR; place on orders.
- (2) Ensuring all service members housed in UPH, complete eMH required information.
- (3) Develop and implement a cleaning plan for assigned UPH buildings.
- (4) Designate a hand receipt holder for all common area furnishings.
- (5) Identify Unit M&R representative. M&R representative is responsible for submitting, and tracking all service requests for assigned facilities.
- (6) Develop and implement a UPH SOP that covers, as a minimum, the same information as para. 6d(1).
- (7) Develop and implement an M&R inspection and reporting process.

h. Liaison. The UR is the liaison between WSMR HSO and the unit leadership. UR's responsibilities include:

- (1) Certify on eMH system.
- (2) Determine eligibility of service member to reside in UPH.
- (3) Ensure tenant data is submitted into eMH correctly prior to room assignment.
- (4) Assign room to service member, based on 1SG guidance.
- (5) Conduct joint pre-clearing inspection with tenant, and a member of the chain of command.
- (6) Conduct joint final clearance with tenant and a member of the chain of command.
- (7) Submit final clearance packet to WSMR HSO NLT 24hrs of final inspection completion.
- (8) Submit tenant eMH assignment order and transmittal document to WSMR HSO for archive.
- (9) Ensure all furnishings are properly marked and inventoried IAW FSBP 2020 handbook, pg 10 & 11.
- (10) Submit request for unserviceable furnishings through WSMR HSO Manager.

i. Tenant. Tenant is responsible for the housekeeping and maintenance of assigned room and common areas. Tenant will:

- (1) Sign and care for room furnishings.
- (2) Report all M&R issues through the UR.



- (3) Conduct daily cleaning of assigned room.
- (4) Report all furnishing issues through the UR.
- (5) Report any vandalism through the unit chain of command.
- (6) Do not remove any room or common area furnishings or switch rooms without authorization from the HSO or UR.
- (7) Inform UR of upcoming PCS/ETS or any intentions of clearing UPH no later than 60 days prior to execution.
- (8) Coordinate, with UR, for pre-clearing inspection NLT 30 days prior to final clearing inspection.
- (9) Coordinate, with UR, for final inspection NLT 10 days prior to final clearing date.
- (10) Conduct joint pre and final clearance inspection of assigned room with UR.

**7. UPH Eligibility.** All Single service members, assigned to WSMR, in the grade of E-5 (SGT) and below not receiving Basic Allowance for Housing (BAH), or collecting “without dependent rate” BAH, are authorized to reside in WSMR UPH. Upon arrival to WSMR, service member will complete a UPH eligibility application through eMH. UR will assist in completing the application and verify eligibility prior to assigning a permanent room.

- a. Priority for room assignment is for single service members.
- b. It is the unit’s responsibility to screen service member for eligibility.
- c. E5 and below receiving BAH at the “without dependent rate” are authorized to reside in UPH.
- d. Unaccompanied E5 and below, enrolled in “Joint Domicile”, and have orders assigning both to the same installation within 120 days, are authorized to reside in UPH. Service member will not remain in UPH past 120 days without Garrison Commander’s approval.

**8. Geographical Bachelors.** IAW AR 420-1 3-20 b-1; A geographical bachelors are defined as a Soldier entitled to BAH at with the dependent rate, who are voluntarily separated from their family members for personal reasons, are not authorized assignment to UPH.

- a. Special consideration. Battalion Command Sergeant Major or Senior NCO (Separates), is the approving authority for Geographical Bachelors needing to reside in UPH for 30 days or less. Acceptable reasons are, domestic issues, enforcing UCMJ punishment, financial hardship and safety.
- b. Garrison Command Sergeant Major is the approving authority for special considerations, requiring over 30 days stay in UPH.

**9. Permanent Room Assignment.** It is the unit's responsibility to identify available UPH space. When possible, units will assign rooms ensuring unit integrity is maintained. The following are room assignment requirements:

- a. Newly arrived service member to WSMR, report to WSMR HSO immediately upon arrival for inprocessing.
- b. Room assignment steps:
  - (1) Determine eligibility, by entering service member's information into eMH.
  - (2) Identify available space.
  - (3) Put on the waiting list
  - (4) Generate UPH assignment packet.
  - (5) Issue room key.
  - (6) Conduct joint room inspection, using WSMR Garrison Joint Inspection checklist. (see Attachments 1 and 2)
  - (7) Ensure tenant signs joint room inspection checklist and furnishing hand receipt.
  - (8) Submit room assignment packet through Garrison HSO Manager.
- c. Once determined eligible for UPH, WSMR HSO will enroll tenant in eMH system and assign a transient room. The intent is to allow the UR sufficient time to assign the tenant a room, according to unit 1SG guidance, and conduct a joint inspection with tenant.

**9. Terminating UPH.** It is the unit's responsibility to conduct both pre-clearing and final clearing inspections.

- a. Intent to terminate UPH. Tenant will notify his/her UR the intent to terminate UPH NLT, 60 days prior to desired termination date.
- b. Transition Room. Unit will move tenant to a transition room NLT 5 days prior to pre-clearing inspection date. The tenant will also ensure that the transition room is clean prior to departing.
- c. Pre-Clearing Inspection. Tenant will request a pre-clearing inspection NLT 30 days prior to final clearing inspection. Tenant, UR and a leader from the tenant's chain of command execute joint pre-clearing inspection. The intent of pre-clearing inspection is to identify any M&U issues needing repair, furnishing serviceability and accountability, and general cleaning issues the tenant must correct prior to final clearing.
- d. Final Clearing. Once pre-clearance inspection is complete, UR will schedule a final clearing inspection NLT, 10 days prior to desired termination date. The same inspectors as the pre –

clearing will execute final clearing inspection.. UR will ensure deficiencies noted during the pre-clearing inspection are corrected. UR will submit financial liability paperwork for any deficiencies the tenant could not correct through WSMR HSO manager. UR will not clear Tenant until WSMR UPH Manager verifies deficiencies and ensures financial liability paperwork is correct and finalized by the WSMR finance office.

**10. Certificate of Non-Availability (CNA).** A CNA is an authorization, provided by the Garrison Commander, for a bona fide single service member to reside off the installation and receive BAH at without dependent rate. There are two types of CNAs, Temporary and Permanent.

a. Determining eligibility. Garrison Commander is the only approving authority for CNAs. Garrison Commander will not authorize a CNA, if the installation's UPH utilization rate is below 95%. The following depict reasons for eligibility:

(1) Temporary CNA. Once approved, Garrison Commander will specify that the CNA will be "Temporary". A temporary CNA has a specific duration, start and end date, and can be issued when:

- (a) Adequate UPH is not available on the installation.
- (b) Service member is pregnant (Temp CNA converts to a BHA at the "with dependent" rate, once child is born).
- (c) Service member has a pre-existing lease, than become ineligible to reside off installation. Service member is allowed to remain in home until lease expires.

(2) Permanent CNA. Once approved, Garrison Commander will specify that the CNA will be "Permanent". A permanent CNA has a beginning date, and is for the duration of the service member's tour, and can be issued when:

- (a) Adequate UPH is not available for the duration of the service member's tour.
- (b) Service member requires separation from others due to special requirements, such as Criminal Investigation Division.
- (c) Visitation for dependent (child) not living with service member full-time, for which the service member is paying child support; DFAS child support rules apply.
- (d) Service member purchased a home near the installation, prior to notification of assignment to WSMR.

(3) Exceptions and Special Cases. The Garrison Commander will handle exemption to this policy requests, on a case-by-case basis. Requests are submitted to Garrison Commander through WSMR HSO Manager. Request will include, as a minimum:

- (a) Service member's written request with 1SG's or Commander's endorsement.
- (b) Approval by BN Commander.

(c) Approval by highest-ranking commander, separates.

(4) CNA Request Process. Process is as follows:

(a) Service member submits request through unit.

(b) Unit verifies request, and submits request through WSMR UPH Manager.

(c) WSMR UPH Manager verifies request meets requirements and submits through Garrison Command Sergeant Major.

(d) Garrison CSM submits through Garrison Commander for approval or disapproval.

(e) If a CNA is disapproved, a written response explaining reason for disapproval is issued by Garrison Commander's office to service member.

**11. Furnishings.** The term "furnishings" refers to furniture in UPH rooms and common areas, such as washers, dryers, refrigerators, televisions, and any furniture not attached to a structure.

a. Procurement. Furnishings are procured with Operations and Maintenance, Army (OMA) base funds.

b. WSMR HSO Furnishings Management Office (FMO) is responsible for UPH furnishing program, which include:

(1) Developing furnishings and equipment life-cycle replacement plans, whole barracks replacement.

(2) Warehousing operations.

(3) Controlling inventory (hand receipts).

(4) Acquiring, disposing, and setting up of initial issue.

(5) Providing one-for-one direct exchanges.

(6) Loaner Furniture. Geographical Bachelors assigned to WSMR military housing can request furniture through WSMR UPH. When available, UPH Manager can hand receipt loaner furniture to service member. Furniture issue is on a 30-day basis. The intent is to allow them time to purchase their own furniture.

(7) Conduct "Relief of Responsibility" assessment. Determine Fair Wear and Tear (FWT), or Non-Fair Wear and Tear (NFWT).

(8) Ensure service member does not clear BN or unit S4, until "Relief of responsibility" is finalized.

(9) Identify and manage replacement furnishings and equipment through WSMR HSO.

(10) Ensuring no furnishings are moved from current location, without prior coordination, and approval from the WSMR HSO.

(11) Use eMH system to track assigned furnishings.

(12) Provide semi-annual, hand receipt update to the FMO in the WSMR HSO.

c. Military Unit Accountability. The unit will sign for all furnishings in assigned UPH buildings. WSMR HSO will account for common area furniture in UPH buildings housing service members, assigned to Separates. Individual tenant will account for all furniture, in apartments housing service members assigned to Separates.

d. Furnishings Request for Replacement Process: Hand receipt holder initiates request for furnishings replacement. Military unit is responsible for transporting replacement furnishings.

(1) Fear Wear and Tear replacement:

(a) Hand receipt holder, submits request through UR.

(b) UR verifies furnishing are unserviceable and not NFWT.

(c) UR submits replacement request through WSMR UPH Manager.

(d) UR inputs changes through the eMH system.

(2) NFWT, missing furnishings or damage to building facilities:

(a) IAW AR 735-5, service member is liable for NFWT damage to any assigned quarters, furnishings, equipment or appliances.

(b) UR initiates "Relief of Responsibility" documentation; DD Forms 362 & 139. Immediately, inform WSMR HSO.

(c) If the hand receipt holder disagrees with the NFWT assessment, loss of furnishings, or neglectful damage to building liability, unit will initiate a Financial Liability Investigation of Property Loss (FLIPL); DD Form 200.

(d) UR inputs changes through the eMH system.

(3) Damage Requests. Garrison DPW Real Property Office will process damage requests for building facilities. FMO will process damaged or missing requests for furnishings and appliances.

**12. UPH Facility Maintenance.** A combined effort between Garrison, and military units is essential, to ensuring WSMR UPH facilities are kept at high state of cleanliness at all time. Poorly maintained grounds and facilities depict discipline issues within military units.

a. Tenant Room. Tenant is responsible for maintaining the room at a high state of cleanliness at all times.

b. Common Areas. Unit will develop and implement a daily cleaning plan, ensuring common areas are maintained at a high state of cleanliness, at all times. Common areas include, but are not limited to, Day Rooms, Kitchenettes, Laundry Facilities, Storage Areas, Janitor Closets, Sitting Areas, Hallways, and stairwells.

c. Grounds Maintenance. Unit is responsible for developing and implementing a grounds, and ancillary structures maintenance plan for the assigned UPH building. Unit will care for, up to 50 FT from the facility. Examples of ancillary structures are, picnic areas, outdoor grills, tables, benches, parking areas, basketball courts, sidewalks and green spaces. Maintenance plan will cover.

(1) Sweeping walkways and sidewalks.

(2) Conducting daily police-calls.

(3) Emptying trash cans.

(4) Policing around trash-bins.

(5) Submitting service orders for damaged surrounding, such as, signs, lights, and walkways.

**13. Service Order Process.** UR is responsible for submitting and tracking service orders.

a. Escorts. Units are responsible for providing escorts for workers servicing routine service orders. In the case of emergency service orders, workers will not wait for an escort. Work crew will sign-in with the Charge of Quarters (CQ) or HSO office and correct deficiency.

b. UPH Facilities. Submit facility service order through DPW.

c. Appliances. Submit service order for appliances through WSMR HSO.

d. Furniture. Submit service order for furnishings through WSMR HSO.

e. Information Tracker. UR will ensure a DA Form 2404 is posted on the back of each bedroom, entrance door. The intent is for tenant to annotate deficiencies in the room and notify the UR. Information annotated will include:

(1) Description, and location of deficiency.

(2) Service order number, provided by receiving agency.

(3) Service order date.



(4) Follow-up date.

## DA FORM 2404

| <b>EQUIPMENT INSPECTION AND MAINTENANCE WORKSHEET</b>   |                    |   |                               |   |  |                                 |                            |
|---|--------------------|---|-------------------------------|---|--|---------------------------------|----------------------------|
| Use one of three forms, see ICA Form 730-730-731; the appropriate version is (A) (B) (C)  |                    |   |                               |   |  | ( ) TECHNICAL ADVISE AND REPORT |                            |
| <b>1 ORGANIZATION</b><br>a. RECRYTATION/CERTIFICATION      b. DATES      c. HOURS      d. REGIONAL FIELD      e. ID#      f. STAFFS      g. DATE      h. TYPE INSPECTION  |                    |   |                               |   |  |                                 |                            |
| <b>2 TM NUMBER</b> <b>TM DATE:</b> <b>TM NUMBER</b> <b>TM DATE:</b><br>COLUMN a - Enter TM number.<br>COLUMN b - Enter applicable condition status symbol.<br>COLUMN c - Enter deficiency and shortcomings.   |                    |   |                               |   |  |                                 |                            |
| <b>STATUS SYMBOLS</b>   |                    |   |                               |   |  |                                 |                            |
| <p>"X" - Indicates a deficiency in the equipment that places it in an inoperable status.</p> <p>CIRCLED "X" - Indicates a deficiency; however, the equipment may be operated under specific limitations as directed by higher authority or as prescribed locally, until corrective action can be accomplished.</p> <p>HORIZONTAL DASH "-" - Indicates that a required inspection, component replacement, maintenance operation check, or test flight is due but has not been accomplished, or an exception MWO has not been accomplished.</p> |                    |   |                               | <p>DIAGONAL "/": Indicates a material defect where there is a deficiency which must be corrected to increase efficiency or to make the item completely serviceable.</p> <p>LAST NAME INITIAL IN BLACK, BLUE, BLACK-INK, OR PENCIL - Indicates that a completely satisfactory condition exist.</p> <p>FOR AIRCRAFT Status symbols will be recorded in red.</p> |  |                                 |                            |
| ALL INSPECTIONS AND EQUIPMENT CONDITIONS RECORDED ON THIS FORM HAVE BEEN DETERMINED IN ACCORDANCE WITH DIAGNOSTIC PROCEDURES AND STANDARDS IN THE TM CITED HEREON   |                    |   |                               |   |  |                                 |                            |
| By SIGNATURE (Inspector performing inspection)      TITLE      By SIGNATURE (Maintenance Supervisor)      TITLE      By SIGNATURE (Required)  |                    |   |                               |   |  |                                 |                            |
| <b>TM NO</b><br>a   | <b>STATUS</b><br>b | <b>DEFICIENCIES AND SHORTCOMINGS</b><br>c | <b>CORRECTIVE ACTION</b><br>d |   |  | <b>INITIAL REQUIRED</b><br>e    | <b>DATE COMPLETED</b><br>f |

f. Common Area Information Tracker. UR will ensure a 3X5 card is posted next to any deficiency located in common areas. Information on card is the same as DA Form 2404. In addition, card will include a POC for service order.

**3x5  
CARD**

1. DEFFICIENCY
2. SERVICE ORDER NUMBER
3. DATE CALLED
4. FOLLOW-UP DATE
5. POC NAME AND NUMBER

g. **Priority Category and Response Time.** The three priority categories are Emergency, Urgent and Routine. The response time for requested service order depends on the task priority.

(1) Priority 1 (Emergency). Consist of work required to correct a condition that, if not addressed quickly, may be detrimental to the mission, cause a reduction in operational effectiveness, is a hazard to human life, safety or health, will cause significant damage to facility or infrastructure, or compromise security or safety. RESPONSE TIME IS: 1 HOUR.

(2) Priority 2 (Urgent). This category includes work required to correct a condition, which could become an emergency, seriously affect morale, or has command emphasis. It includes, but is not limited to situations that, if left uncorrected, will measurably reduce productivity, cause discomfort to the customer, waste resources, create the need for traditional minor repairs. RESPONSE TIME IS: 7 DAYS.



(3) Priority 3 (Routine). Consist of maintenance issues that are a low priority and are performed after higher priority service orders are completed. RESPONSE TIME: 30 DAYS.

**14. Security.** It is imperative that all service members remain vigilant of criminals or outsiders that could cause harm to our service members or government property.

- a. Visitors. Tenant is responsible for the actions of his/her visitor, while on WSMR installation.
- b. No one under the age of 18 years is allowed in, or on WSMR UPH facilities without the individual's parent or legal guardian present. CQs, when applicable, will verify visitor's age. Visitor will show an official picture identification card, for proof of age. If CQ deems identification card inappropriate, CQ will deny entry, and report incident by annotating on DA Form 1594 (CQ LOG).
- c. The Unit will ensure a Charge of Quarters (CQ) is posted in each facility housing assigned Soldiers. CQ will be an E4(P) and above. The CQ will walk the area to ensure the security and order of the building.
- d. UPH facilities, housing service members from attachment, will be monitored by security cameras. WSMR UPH Manager is responsible for ensuring security video cameras are functional.
- e. Occupants are responsible for ensuring all external doors are locked, at all times. Dormitory doors will be secured, when tenant is not physically in room, or awake in room.

**15. General Information.**

- a. The following list consists of prohibited actions in any WSMR UPH building:
  - (1) Smoking of tobacco products and electronic cigarettes in the UPH building is prohibited. Smoking is authorized in designated outdoor smoking areas.
  - (2) Causing and possessing open flames in the UPH building is prohibited.
  - (3) The possession and housing, even temporarily, of pets in the UPH building is prohibited. Exceptions for service animals may be made on a case-by-case basis by the Garrison Sergeant Major.
  - (4) The possession and storage, even temporarily, of motor vehicles or said vehicle parts in the UPH building is prohibited.
  - (5) The maintenance of motor vehicles within designated UPH parking areas is prohibited. The only exception to this prohibition is the changing of flat tires.
  - (6) The running and use of power extension cords or cable extensions from one room to another is prohibited.

(7) Unauthorized co-habitation is prohibited. This does not include authorized temporary (less than 12 hours) visits by personnel during visiting hours.

(8) Tenants will not use, possess or occupy rooms they are not authorized to use, possess or occupy.

(9) The unauthorized tampering with or disabling of smoke detectors or fire extinguishers is prohibited.

(10) The unauthorized removal of government furniture from the assigned room, or unauthorized swapping of government furniture between tenants, is prohibited.

(11) The possession and storage, even temporarily, of flammable liquids, solids or gases is prohibited.

(12) The propping open of external access doors is prohibited.

(13) Allowing unauthorized access to personnel to the UPH building is prohibited.

(14) The possession and storage, even temporarily, of any weapon is prohibited. A weapon is defined as any device, object, material, or substance that is designed, or intended to be used, to inflict bodily harm to another.

(15) The possession and storage, even temporarily, of ammunition or pyrotechnics is prohibited.

(16) The posting of sexually oriented pictures, cartoons or other material, or extremist propaganda, as defined in DoD 1325.6 (01 Oct 96) and AR 600-20, para. 4-12, is prohibited.

b. The following depict actions allowed by tenant, while housed in WSMR UPH:

(1) Re-arrangement of assigned room furniture.

(2) Tenant may paint assigned dormitory area, to his/her color choice, at own expense. Paint color will be a pastel color. **TENANT IS RESPONSIBLE FOR ENSURING ROOM COLOR IS RETURNED TO ORIGINAL COLOR PRIOR TO CLEARING ROOM.**

16. POC for this SOP is the WSMR HSO Manager 575-678-2951.



BRIAN M. MICHELSON  
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Commanding